

**ALASKA MARINE HIGHWAY SYSTEM  
PASSENGER SERVICES  
EMPLOYEE PERFORMANCE EVALUATION**

<b>NAME:</b>		<b>VESSEL:</b>		<b>DATE RANGE:</b>	<b>TO</b>
<b>JOB TITLE:</b>			<b>SUPERVISOR:</b>		

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**INSTRUCTIONS:**

1. Evaluate Employee's performance in each of the below listed categories.
2. Comments must be made to explain the rating given. Be specific.
3. Select the rating that best describes the Employee's performance in each category.

**RATINGS ARE:**

- |                    |  |
|--------------------|--|
| Outstanding (5)    | - Consistently exceeds minimum requirements              |
| Above Average (4)  | - Often exceeds minimum requirements                     |
| Average (3)        | - Sufficiently meets minimum requirements                |
| Below Average (2)  | - Needs slight improvements                              |
| Unsatisfactory (1) | - Needs immediate & significant improvement              |
| N/A                | - Does not apply to Employee and/or position being rated |

4. Evaluations must be filled out completely, signed by the supervisor, and discussed with Employee prior to being sent to Passenger Services Inspectors.

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<b>How many times have you supervised this Employee in the past six months?</b>	
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<b>Does this evaluation reflect performance for the past week or a longer period of time?</b>	
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**CUSTOMER RELATIONS:** Consider Employee's ability to greet and assist the public in a positive, courteous manner and present a professional image for AMHS.

<b>Rating:</b>			

**EMPLOYEE RELATIONS:** Consider how well Employee works with other crew members and supervisors within the department and/or with other departments to develop a team spirit.

<b>Rating:</b>		<b>Comments:</b>	

**ATTITUDE:** Does the Employee exhibit a positive attitude toward their job, the public, their supervisor and AMHS?

<b>Rating:</b>		<b>Comments:</b>	

**APPEARANCE:** Does Employee wear the proper uniform at all times? Consider personal hygiene, neatness, cleanliness and overall appearance while in uniform.

<b>Rating:</b>		<b>Comments:</b>	

**DEPENDABILITY:** Consider the number of tardies and respect of break times.

<b>Rating:</b>		<b>Comments:</b>	

Employee Name:	
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**TRAINING:** Assists with training and provides constructive feedback to subordinates and/or new hires

Rating:		Comments:	

**JOB KNOWLEDGE:** How well does the Employee know the job and how well does he/she apply that knowledge?

Rating:		Comments:	

**QUALITY:** Consider thoroughness, neatness, and accuracy in meeting the job requirements.

Rating:		Comments:	

**INFORMATION TECHNOLOGY:** Consider the level of competency of the Employee in the follow areas:

Beginner – 1      Intermediate – 3      Advanced - 5

POS Rating:		Comments:	
IMS Rating:		Comments:	
Computer Use Rating:		Comments:	

**OVERALL:** Consider the Employee's overall performance.

Rating:		Comments:	

**DEVELOPMENT PLAN:** List the areas and specific objectives for Employee's professional development within the next rating period.


Rater's Signature:		Date:	
Printed Name:		Title:	

Employee's Signature:		Date:	
Printed Name:		Title:	

COMMENTS:	

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Employee Name:	
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SHORESIDE COMMENTS:


Passenger Services Inspector		Date:	
Port Steward		Date:	